CIM VISION '95

THE RECOGNIZED CENTER OF EXCELLENCE FOR INFORMATION MANAGEMENT AIDING CUSTOMERS IN ACHIEVING CONTINUAL IMPROVEMENT AND COST REDUCTION IN ACCOMPLISHING THEIR DoD MISSIONS



MANAGE, ENGINEER, DEVELOP, AND INTEGRATE STANDARDS, METHODOLOGY, TOOLS, DATA AND COMMUNICATIONS/COMPUTER INFRASTRUCTURE TO EVOLVE INFORMATION SYSTEMS IN SUPPORT OF CONTINUOUS IMPROVEMENT OF Dod FUNCTIONAL PERFORMANCE

# <u>CIM PURPOSE AND MISSION</u>

# TO PROMOTE QUALITY INFORMATION AND ITS MANAGMEENT ENABLING IMPROVED DoD MISSION CAPABILITY AND COST REDUCTION THROUGH:

- SUPPORTING VALUE ENGINEERING FUNCTION METHODS AND SPECIFICAITON OF INFORMATION SYSTEMS REQUIREMENTS AND STRATEGIES
- DEVELOPING, MANAGING, AND IMPLEMENTING INFORMATION TECHNOLOGY STANDARDS, METHODOLOGIES, AND MEASURES OF PERFORMANCE
- ESTABLISHING AND MANAGING Dod DATA ADMINISTRATION PROGRAM
- PLANNING AND ENGINEERING A STANDARDS-BASED OPEN SYSTEMS, COMMUNICATING/COMPUTING INFRASTRUCTURE AND APPLICATIONS ENVIRONMENT

# CIM PURPOSE AND MISSION (NON-TECHNICAL INTREPRETATION)

TO ENABLE IMPROVEMENTS IN DoD MISSION CAPABILITY AND COST REDUCTION BY TAKING ACTION TO:

- SUPPORT IMPROVEMENTS IN DoD FUNCTIONAL PROCESSES AND INFORMATION REQUIREMENTS
- ESTABLISH AND MANAGE DoD DATA ADMINISTRATION PROGRAM
- MANAGE CHANGES IN THE INFORMATION SYSTEMS ENVIROMENT AND SUPPORTING INFORMATION TECHNOLOGY INFRASTRUCTURE
- DEVELOP, IMPLEMENT, AND PROMULGATE COMMON STANDARDS AT ALL OSI LEVELS

CIM MAJOR FOCUS AREA I PROGRAM DEVELOPMENT

GOAL:

WE HAVE A STABLE, WELL-DEFINED PROGRAM THAT IS STOCKHOLDERS & IS CONSISTENT WITH AVAILABLE RESOURCES RESPONSIVE TO THE MISSION AGREED TO BY THE

#### PROGRAM DEVELOPMENT

- 1. An established useful and well documented planning process is in place with appropriate requirements definition process in place and data is available.
- 2. The executed program is largely stable but responsive to change.
- 3. We have a process that obtains customer buying.
- 4. We participate in policy making process to determine our destiny.
- 5. There exist processes in DoD external to DISA that ameliorate the concerns that arise when we succeed against our competitors and ultimately achieves their buy-in.
- 6. Scope and boundaries are agreed to and defined.
- 7. Plan and used and executable.
- 8. Program Plan allocates resources that allow us to respond to quick turnaround jobs.
- 9. We have identified the right mix and number of in house and contractor staff within resource constraints.

CIM MAJOR FOCUS AREA II

EXTERNAL RELATIONS

## **GOAL:**

A MUTUALLY BENEFICIAL, WELL-DEFINED PARTNERSHIP AMONG OUR CUSTOMERS & OURSELVES FOCUSED ON SATISFYING OUR CUSTOMERS WITH QUALITY INFORMATION MANAGEMENT PRODUCTS

#### EXTERNAL RELATIONS

#### Supporting conditions

- 1. A PR/Marketing program is fully operational which promotes our products/services to our established and potential customer base.
- Clear partnership agreements are in place with our major functional and technical "execution agents" which fully document responsibilities and product/service expectations.
- 3. A "Corporate Intelligence" program is fully operational which identifies/records state-of-the-art products and services; evaluates them for CIM applicability; and facilitates establishment of required supplier relationships.
- 4. A "Customer Intelligence" program is operational which identifies customer satisfaction/expectations; facilitates communication of same to CIM managers; and feeds the PR/Marketing program.

CIM MAJOR FOCUS AREA III
RESOURCE MANAGEMENT &
ADMINISTRATION

GOAL:

CIM IS APPROPRIATELY RESOURCED AND STAFFED WITH WELL PERSONNEL, THE CENTER IS FULLY OPERATIONAL AND ITS ENTIRE STAFF IS LOCATED IN ONE PERMANENT BUILDING

#### RESOURCE MANAGEMENT AND ADMINISTRATION

#### Supporting conditions

- 1. The Center has a well-defined and documented PPBS and FYCP, Mission & Functions, Goals and Strategies which reflect changes in CIM programs as they mature.
- The Center has a complete suite of admin. policies and procedures for internal and external use (e.g. SOP's, MOU's, OI's.
- 3. The Center has an effective manpower, personnel and training program that permits recruitment, hiring, development and management of highly qualified staff with appropriate mix of skills necessary to accomplish CIM mission.
- 4. The Center is housed in "reasonable" and stable quarters commensurate with private sector (ergonomics).

CIM MAJOR FOCUS AREA IV
CULTURE

GOAL:

WE HAVE A FLEXIBLE, RESPONSIVE, WELL-DEFINED AND AND ALIGNED TEAM WHICH PROMOTES EXCELLENCE, PRIDE, COOPERATION, PROFESIONALISM, OPENESS, PRODUCTIVITY, & HIGH MORALE THORUGH EFFECTIVE USE OF ALL RESOURCES SUPPORTING CONDITIONS:

#### CULTURE

#### Supporting conditions

- 1. Team members understand and share commitment to mission, functions, goals and strategies of the Center.
- 2. The Center recognizes high quality contributions and rewards productivity in an appropriate manner.
- 3. Center management recognizes opportunities for improvement of performance and takes appropriate action to include training, development and employee relations actions.
- 4. Center management promotes open communication (in all directions) by establishing methods such as: brownbag lunches, CIM newsletter, scheduled staff meetings, E-Mail, TQM team building, etc.

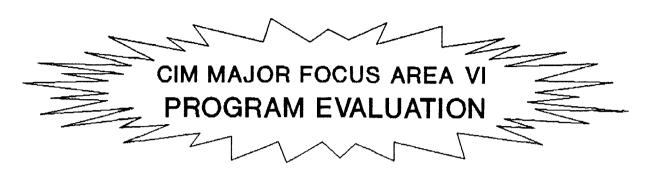


**GOAL:** 

THE DDI AND THE DoD/DISA ACQUISITION PROGRAMS ARE CONGRUENT AND RESPONSIVE

#### ACQUISITION

- 1. DISA's procurement process is an responsive as the law allows.
- 2. CIM personnel are knowledgeable and skilled on the acquisition process.
- 3. Our customers/bosses understand the limitations of the acquisition process.
- 4. Appropriate acquisition vehicles are in place for 80% of needs.
- 5. Obstacles to and recommended solutions for more responsive service have been identified to appropriate authorities.



## **GOAL:**

AN EVALUATION PROCESS IS INSTITUTIONALIZED WHICH MEASURES CIM PROGRAM AND PRODUCT PERFORMANCE WELL DEFINED, ESTABLISHED CRITERIA OF EXCELLENCE.

#### PROGRAM EVALUATION

Supporting conditions

Supporting conditions will be deferred until October 1991.